

**Governance for Sustainable Development
- Understanding India's Democracy and its People**

Lecture Series 1

Governance and Responsive Administration

Bharat Bhushan

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GOVERNANCE AND RESPONSIVE ADMINISTRATION

*governance for sustainable development
understanding India's democracy and its people*

lecture series 1

Bharat Bhushan

Shashvattha
for a sustainable future

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*In memory of Harini
she came on a short journey, and made us happy...*

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*In gratitude to friends for giving me strength from time to time –
Prasad Salunkhe, Raghunath Mahabal and Yashwant Khaire*

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Governance for Sustainable Development – Lecture Series 1
Understanding India's democracy and its people

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Slide 1

Some perspectives...

- Bad governance is now regarded as evil
- Participation of stakeholders is now treated as a necessary practice
- Transparency, Participation and Partnership are current governance norms
- The world is shrinking. One is able to learn from the success and failure of others.

Slide 2

Governance is the process of decision-making and the process by which decisions are implemented (or not implemented).

Slide 3

Governance

- Stakeholders, policy makers and administrators – including citizens
- Who is involved in decision-making?
- Who are affected by the decisions?
- Who implements the decisions?
- Is there a structure for creating the policy?
- Is there a structure for implementation?

Slide 4

Urban and rural structures

Urban Governance

- State and Central Government
- Elected body of ULB
- Commissioner
- Local Committees
- Implementation Agencies & Officers
- Stakeholders

Rural Governance

- State and Central Government
- 3-tier structure – ZP, Panchayat Samiti, GP
- Sarpanch, GP
- 3-tier committees
- CEO-ZP, PD-DRDA
- Stakeholders

Slide 5

Concepts and Perspectives

- In the perception of a common person, the government is seen to be exploitative.
- Government epitomises corruption, inordinate delays, long-winded procedures, lack of transparency, rudeness and insensitivity
- Concept of good governance is much larger than mere administrative reforms
- Should provide for an ethical grounding of governance through all levels

Slide 6

Governance Parameters

- Participation
- Rule of Law
- Transparency
- Responsiveness
- Consensus-oriented
- Equity and inclusiveness
- Effectiveness and Efficiency
- Accountability

Slide 7

Governance to Good Governance

- Governance is the process whereby public institutions conduct public affairs, manage public resources, and guarantee the realization of human rights.
- Good governance accomplishes this in a manner essentially free of abuse and corruption, and with due regard for the rule of law.

Slide 8

The Work of the Commission on Human Rights

The concept of good governance has been clarified by the work of the Commission on Human Rights. The Commission identified the key attributes of good governance as:

- transparency
- responsibility
- accountability
- participation
- responsiveness (to the needs of the people)

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Good governance is linked to an enabling environment conducive to the enjoyment of human rights and "prompting growth and sustainable human development."

Slide 10

Primary Changes

- Cutting down citizen interface
- Removing levels of bureaucracy
- Providing “blind” transaction levels
- Challenging very basic concepts
- Introducing public-private sector units
- Removing government from business
- Shaking government monopoly

Slide 11

Action Points

- Review of administrative laws
- Using NICNET, Internet and Intranet
- Establishing Citizen's Charters
- Information and Facilitation Counters
- Grievance redressal and mechanisms
- e-Governance
- Geomatics, GIS & map-based decisions

Slide 12

Use of Community Score Cards (CSC) in the context of health services in Andhra Pradesh.

- Mandal Samakyas (Mandal level federation of village organizations) are engaged directly with service providers and also offering support to improve service delivery to their members.
- Relevant stakeholders have been sensitized.
- The community score card (CSC) process is a community-based monitoring tool bringing together techniques of social audits & citizen report cards.
- By linking service providers to the community, citizens are empowered to provide immediate feedback to service providers.

Slide 13

Lokvani - An Effort to Empower Citizens (Uttar Pradesh)

- Lokvani = 'voice of the people'.
- It is a public-private partnership project to provide a single window, self-sustainable e-Governance solution providing transparent, accountable and responsive administration for grievance handling, land record maintenance among other essential services

Slide 14

Participatory Expenditure Tracking Survey - Rajasthan

- The Rajasthan State government has given a high priority to the effective implementation of the Midday meals programme, mandated by the Supreme Court of India, in the State.
- The project pilots the use of social accountability tools, specifically the Participatory Expenditure Tracking Survey (PETS) in the context of midday meals scheme in Rajasthan.
- The process and outcomes of the midday meals scheme at the district level are reviewed in a mix of the PETS and Citizen Report Cards (CRC) tools. Desk work/ field surveys will be conducted to track expenditure releases and spending.

Slide 15

STAR (Simplified and Transparent Administration of Registration)

- The “Simplified and Transparent Administration of Registration” network is operated by the Tamil Nadu Government.
- It seeks to provide one-stop solution to the citizens for easy, transparent and cost effective service for all registrations ranging from encumbrance certification to birth, marriages and death certifications, registration of properties and payment of house tax and computation of stamp duties

Slide 16

SETU - Integrated Citizen Facilitation Centres of Maharashtra

- The Integrated Citizen Facilitation Centres (SETU) is an approach to reduce multiple points of interaction between the citizen and individual departments spread over many different Government offices.
- Now a one-stop service center for all such routine matters is made via SETU Facilitation Centres that serve as a bridge between the Government and common citizens.

Slide 17

Participatory Approaches in Public Expenditure Management, India: Mazdoor Kisan Shakti Sangathan and The Right to Information Campaign

- Mazdoor Kisan Shakti Sangathan (MKSS) spearheaded the demand for legislation on the Right to Information in India.
- A grassroots movement in which the community demands to know the details of public expenditure eventually led to the enactment of legislations pertaining to the Right to Information (RTI) in Rajasthan as well as a number of other states in India.

Slide 18

**FRIENDS (Fast, Reliable, Instant, Efficient
Network for Disbursement of services), Kerala**

- FRIENDS centers offer a one-stop, front-end IT-enabled payment counter facility to citizens for making all kinds of government payments in Kerala.
- The essence of offering integrated, simplified services to the residents of all District HQs of Kerala State is accomplished by the FRIENDS network.

Slide 19

eSeva, Andhra Pradesh

- Focusing on 'service' from the citizens' point of view, the Government of Andhra Pradesh has sought to redefine citizen services through eSeva, using state-of-the-art technologies.
- Attempts to offer 'single window' service to the customer.
- The essence of eSeva is Integration of all departments of the central and state governments in their delivery of services to the citizen from a single facilitation point.
- All G2C and B2C services have been brought on a common platform

Please contact the author – Bharat Bhushan – at bharatbhushan@yahoo.com if you want a powerpoint e-file for use in lectures, workshops and seminars or dissemination

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